



11 claims:

1. (Currently Amended) A method used by an automatic call distributor to route an outdialed call with a customer, such method comprising the steps of:

detecting the outdialed call with the customer of the automatic call distributor;

sampling an initial audio portion of the call, and detecting and sampling a an initial greeting provided by the customer during the initial audio portion of the call;

fitting a plurality of audio templates to the sampled greeting of the call;

determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled greeting of the call; and

routing the call to a response service of the automatic call distributor based upon the determined language of the call.

2. (Previously Presented) The method of routing the call as in claim 1 wherein the audio templates further comprise audio language templates.

3. (Cancelled)

4. (Previously Presented) The method of routing the call as in claim 1 wherein the step of routing further comprises selecting a voice response unit.

5. (Previously Presented) The method of routing the call as in claim 1 wherein the step of routing further comprises

selecting a default response service for servicing unidentified languages.

6. (Previously Presented) The method of routing the call as in claim 1 wherein the step of routing further comprises selecting a voice response unit having a plurality of stored language scripts.

7. (Currently Amended) An apparatus within an automatic call distributor for routing outdialed calls with customers, such apparatus comprising:

- means for detecting an outdialed call with a customer of the automatic call distributor;

- means for sampling an initial audio portion of the call, and detecting and sampling ~~a~~ an initial greeting provided by the customer within the initial audio portion of the call;

- means for fitting a plurality of audio templates to the sampled greeting of the call;

- means for determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled greeting of the call; and

- means for routing the call to a response service of the automatic call distributor based upon the determined language of the call.

8. (Original) The automatic call distributor as in claim 7 wherein the audio templates further comprises audio language templates.

9. (Cancelled)

10. (Previously Presented) The automatic call distributor as in claim 7 wherein the means for routing further comprises means for selecting one of a group consisting of agents and voice response units.

11. (Original) The automatic call distributor as in claim 10 wherein the means for routing further comprises means for selecting a default response service for servicing unidentified languages.

12. (Previously Presented) The automatic call distributor as in claim 7 wherein the means for routing further comprises means for selecting a voice response unit having a plurality of stored language scripts.

13. (Previously Presented) A method of routing an outdialed call with a customer by a automatic call distributor, such method comprising the steps of:

- detecting the call with the customer of the automatic call distributor;

- detecting and sampling an initial greeting provided by the customer within an initial audio portion of the call;

- determining the language of the customer from the sampled initial greeting provided by the customer; and

- routing the call to a response service of the automatic call distributor based upon the determined language of the call.

14. (Currently Amended) The method of routing the call as in claim 13 wherein the determining step further comprises:

fitting a plurality of audio templates of traditional telephone greetings in a plurality of languages including at least "Bueno" to the sampled initial greeting of the call; and

determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled greeting of the call.

15. (Previously Presented) The method of routing the call as in claim 13 wherein the determining step further comprises identifying the customer of the automatic call distributor based upon an ANI as a repeat customer and accessing a database that stores the language of the repeat customer of the automatic call distributor.

16. (Previously Presented) The method of routing the call as in claim 13 wherein the determining step further comprises basing the determining, in whole or in part, on a surname of the customer of the automatic call distributor.

17. (Previously Presented) The method of routing the call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on marketing information associated with the customer of the automatic call distributor.

18. (Previously Presented) The method of routing the call as in claim 13 wherein the determining step further comprises basing the determination, in whole or in part, on a geographic location associated with the customer of the automatic call distributor.

19. (Previously Presented) An apparatus for routing an outdialed call with a customer within an automatic call distributor such apparatus, comprising:

means for detecting the outdialed call with the customer of the automatic call distributor within the automatic call distributor;

means for detecting and sampling an initial greeting provided by the customer within an initial audio portion of the call;

means for determining a language of the customer from the sampled initial greeting provided by the customer; and

means for routing the call to a response service of the automatic call distributor based on the determined language of the call.

20. (Previously Presented) The apparatus as in claim 19 wherein the determining means further comprises

means for fitting a plurality of audio templates to the sampled greeting of the call; and

determining the language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled greeting of the call.

21. (Previously Presented) The apparatus as in claim 19 wherein the determining means further comprises means for identifying the customer of the automatic call distributor as a repeat customer and means for accessing a database of the automatic call distributor that stores the language of the repeat customer of the automatic call distributor.

22. (Previously Presented) The apparatus as in claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on a surname of the customer of the automatic call distributor.

23. (Previously Presented) The apparatus as in claim 19 wherein the determining means further comprises means for basing the determination, in whole or in part, on marketing information associated with the customer of the automatic call distributor.

24. (Previously Presented) The apparatus as in claim 19 wherein the determining means further comprises basing the determination, in whole or in part, on a geographic location associated with the customer of the automatic call distributor.

25. (Previously Presented) A method of routing an outdialed call with a customer handled by an automatic call distributor, such method comprising the steps of:

- detecting the outdialed call with the customer of the automatic call distributor;

- detecting and sampling an initial greeting provided by the customer within an initial audio portion of the call;

- identifying a language used by the customer based upon the initial greeting provided by the customer; and

- routing the call to a response service of the automatic call distributor based upon the identified language of the call.

26. (Previously Presented) The method of routing the call as in claim 25 further comprising fitting a plurality of audio templates to the sampled initial greeting of the call.

27. (Previously Presented) The method of routing the call as in claim 26 further comprising analyzing a voice pattern of the initial greeting provided by a customer of the automatic call distributor and comparing the initial greeting with sample

greeting patterns provided in different languages to determine the language of the customer.

28. (Previously Presented) The method of routing the call as in claim 25 further comprising using a database to make an initial determination of the language of a called customer.

29. (Previously Presented) The method of routing the call as in claim 28 wherein the database further comprises a surname database.

30. (Previously Presented) The method of routing the call as in claim 28 wherein the database further comprises a geographic database.

31. (Previously Presented) The method of routing the call as in claim 28 wherein the database further comprises a marketing information database.

32. (Previously Presented) The method of routing the call as in claim 28 wherein the database further comprises a repeat customer database.